

CLAIM LISTING

1. (Previously Presented) A system to remotely access a service center, the system comprising:

at least one force management system;

at least one softswitch that transmits information to the at least one force management system, and receives at least one configuration change affecting handling of service requests in a more efficient manner; and

at least one service terminal at a remote location connected over an internet to the at least one softswitch.

2. (Original) The system of claim 1, wherein the at least one softswitch has a switching fabric for switching voice-over-IP telephone calls.

3. (Original) The system of claim 1, wherein the remote location is provided with notice of an invitation to work as a service center agent.

4. (Original) The system of claim 1, wherein a virtual private network (VPN) technology is used to provide security for access over the internet.

5. (Original) The system of claim 1, wherein the service center is a call center that processes phone call service requests.

6. (Original) The system of claim 5, wherein the phone call service requests are incoming phone calls.

7. (Cancelled)

8. (Previously Presented) The system of claim 1, wherein the at least one configuration change adjusts at least one wait time statistic added to at least one statistic of a service request in a queue.

9. (Previously Presented) The system of claim 1, wherein the at least one configuration change adjusts a grouping of human service agents into at least one workforce.

10. (Previously Presented) A method of remotely accessing a service center, the method comprising the steps of:

providing a connection between at least one force management system and at least one softswitch;

transmitting information from the at least one softswitch to the at least one force management system;

receiving information at the at least one softswitch from the at least one force management system, the received information comprising at least one configuration change of the at least one softswitch to more efficiently handle service requests; and

providing a connection between at least one service terminal at a remote location and the at least one softswitch over an internet.

11. (Original) The method of claim 10, wherein the at least one softswitch has a switching fabric for switching voice-over-IP telephone calls.

12. (Original) The method of claim 10, wherein the remote location is provided with notice of an invitation to work as a service center agent.

13. (Original) The method of claim 10, wherein a virtual private network (VPN) technology is used to provide security for access over the internet.

14. (Original) The method of claim 10, wherein the service center is a call center that processes phone call service requests.

15. (Original) The method of claim 14, wherein the phone call service requests are incoming phone calls.

16. (Cancelled)

17. (Previously Presented) The method of claim 10, wherein the at least one configuration change adjusts at least one wait time statistic added to at least one statistic of a service request in a queue.

18. (Previously Presented) The method of claim 10, wherein the at least one configuration change adjusts a grouping of human service agents into at least one workforce.

19. (Previously Presented) A method of remotely accessing a service center, the method comprising the steps of:

providing a connection between at least one force management system and at least one softswitch;

transmitting information from the at least one force management system to the at least one softswitch;

receiving information at the at least one force management system from the at least one softswitch, wherein the received information is at least one configuration change of the at least one softswitch to more efficiently handle service requests; and

providing a connection between at least one service terminal at a remote location and the at least one softswitch over an internet.

20. (Original) The method of claim 19, wherein the service center is a call center that processes phone call service requests.